Navy Family Ombudsman Program

Ombudsman Program Staff
CNIC HQ N91
17 Jun 10

Navy Family Ombudsman Program History

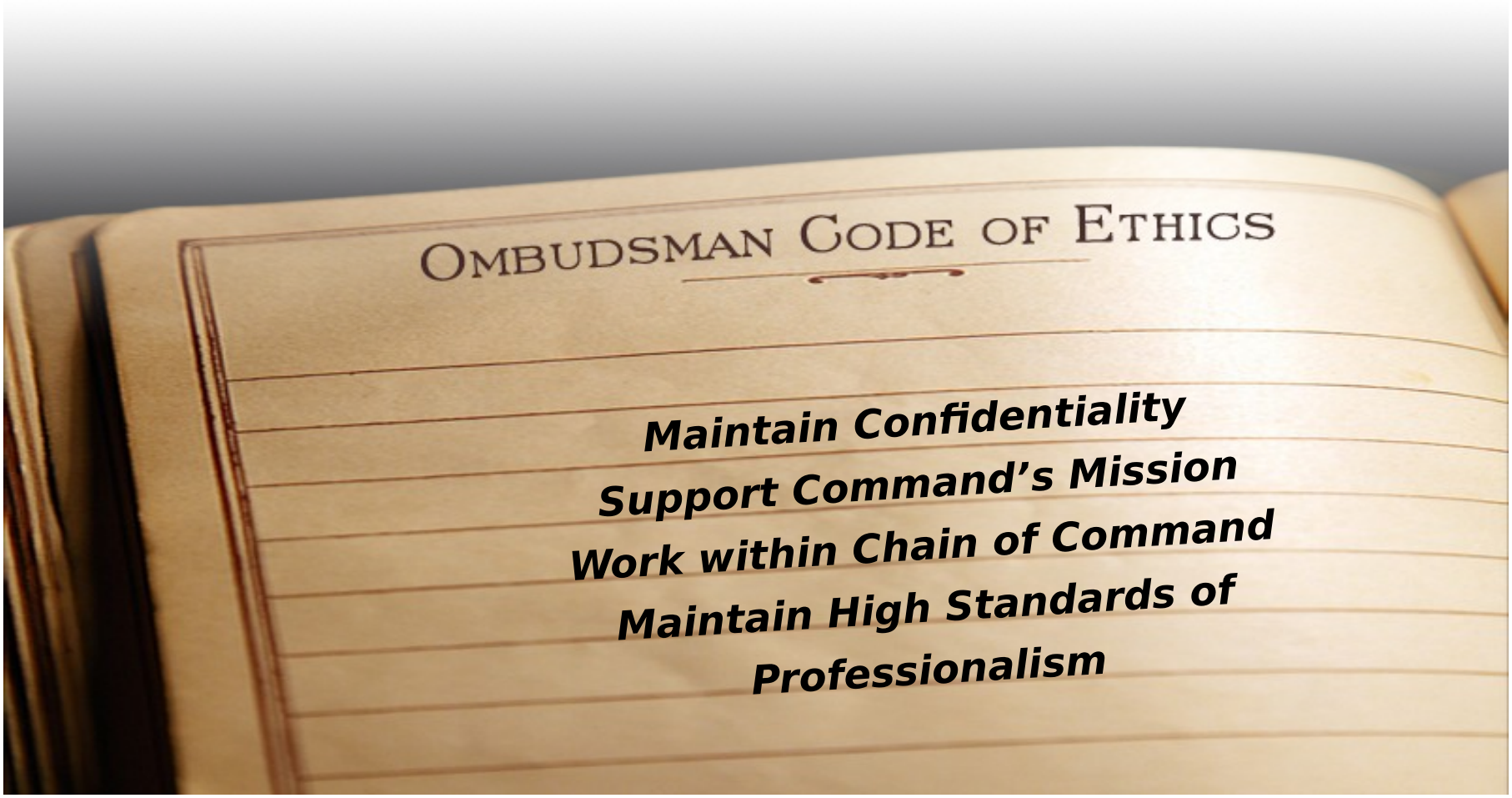
In 2007, then CNO Admiral Michael G. Mullen re-emphasized the importance of the program. He updated the program instruction, highlighting the requirement that all Navy families have access to a Navy Family Ombudsman.

CNO Ombudsman-at-Large

A Message from
Mrs. Bobbi West,
CNO Ombudsman-at-Large

MCPON and Bobbi West

Ombudsman Code of Ethics



Ombudsman Defined

Program Structure And Governance

The primary guidance for the Navy Family Ombudsman Program is OPNAVINST 1750.1F released in 2007

Structure of the program includes:

- **The Chief of Naval Operations appoints one or more Ombudsmen- at-Large whose guidance is defined by their letter of appointment**
- **Commander Navy Installations Command (CNIC) manages the Navy's overall Ombudsman Program via the Ombudsman Program Manager who can be contacted at katherine.rock@navy.mil**
- **Commanding Officers execute the Navy Family Ombudsman Program within their command**

CNIC HQ Staff Roles

- ***CNIC***
  - ***Ombudsman Program Manager – oversight of Ombudsman Program***
  - ***Ombudsman Training Coordinator – oversight of training and training materials***
  - ***Ombudsman Registry Administrator – oversight of the Ombudsman Registry***
- ***OPAG***
  - ***Chaired by Ombudsman Program Manager, the OPAG advises on policy, special projects and curriculum development***
  - ***Reviews input from ROAB meetings and Ombudsman Coordinators***

Regional Ombudsman Advisory Boards (ROABs)

- Appointed and convened by the Region Commander
- Membership is identified by the Region Commander
- Support and advise area assemblies
- ROABs are not policymaking or supervisory bodies and do not interfere with the operation of individual command ombudsman programs
- ROABs must meet at least semiannually
- Recommendations and observations should be forwarded to the CNIC Ombudsman Program Manager

Local Ombudsman Assembly

Ombudsman Assemblies are sponsored By a Region Or Base Commander to Support Tenant Commands

Assemblies:

- **Provide ongoing training via advanced training; program briefs**
- **Serve as a liaison for policy discussion and clarification**
- **Assist commands to recognize/show appreciation to their ombudsmen**
- **Maintain current roster of all ombudsmen in the absence of a local Fleet and Family Support Center (FFSC)**
- **Perform other functions as directed by sponsor**
- **Maintain required documentation**

Ombudsman Coordinators

- ***Use FFSC staff SMEs to present briefs and program updates at Ombudsmen Assemblies.***
- ***Ask FFSC staff to offer webinars on their program***
- ***Site Manager/Director must notify Doreen and Ed when a new coordinator is assigned.***
- ***New coordinators must register themselves in the Ombudsman Registry.***
- ***The role of the OC is covered in the OC Desk Guide***

Ombudsman Training Opportunities

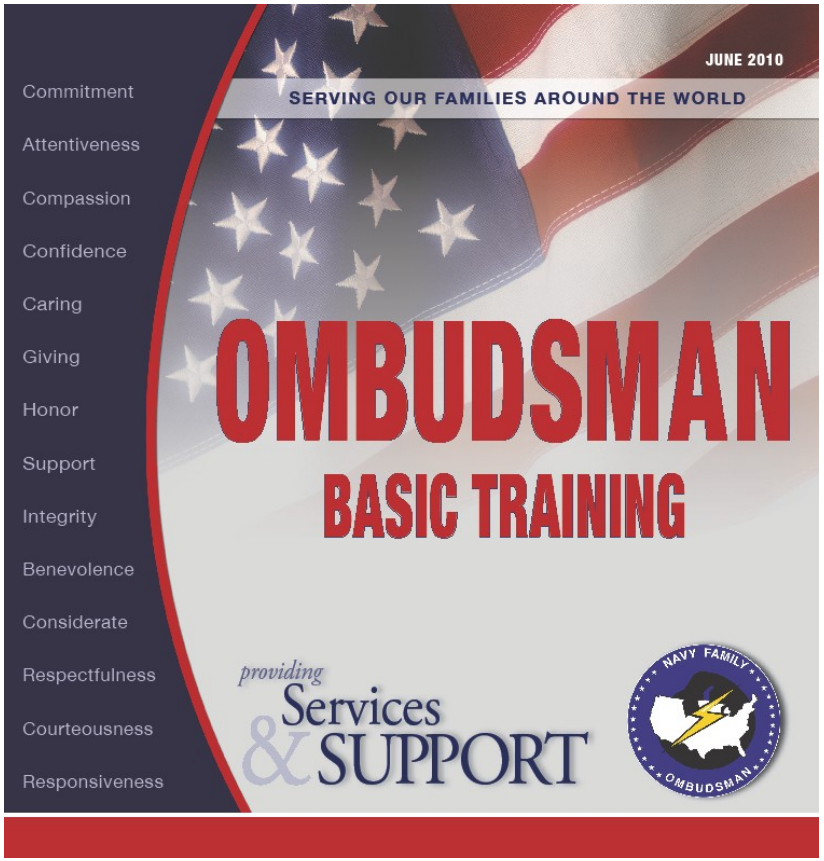
- OBT Orientation
- Ombudsman Basic Training (OBT)
- Ombudsman Assembly Meetings
- Ombudsman Advanced Training
- COT

Schedules and additional information available on the FFSP Web site at https://www.ffsp.navy.mil

“Ombudsman Program”

Ombudsman Training

- ***OBT is standardized***
- ***All training must be in compliance with OPNAVINST 1750.1F***
- ***It comes in many forms***
- ***It's constantly evolving***
- ***Success is ours if we work together***



Ombudsman Registry

- *HOW?*
- *WHEN?*
- *WHERE?*
- *WHY?*
- *WHO?*
- *WHAT?*

www.ombudsmanregistry.org

Program Initiatives

- ***Hot Topic Webinars***
- ***Ombudsman Orientation Articulate***
- ***Type Command Advanced Training***
- ***Ombudsman Registry Worksheet Training***
- ***Regional Train the Trainer (RTT)***
- ***OBT Refresher Training***
- ***Fleet Hometown News***
- ***Navy Family Ombudsman Program Discussion Group on Facebook***

40th Anniversary

40th Anniversary Pin

Ombudsman Coin

Video Message from MCPON

Navy wide/Nationwide publicity

Posters Delivered to FFSCs

CNIC Ombudsman Program Contacts

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